

much to enrich and preserve the arts and humanities in our country. I am pleased that John Brademas, who has been a vigorous champion of learning and culture both in Congress and as a university president, has agreed to chair the Committee. At a time when our society faces new and profound challenges, when we are losing so many of our children, and when so many people feel insecure in the face of change, the arts and the humanities are fundamental to our lives as individuals and as a nation."

NOTE: The following individuals were appointed to the committee: Peggy Cooper Cafritz, vice chair; Cynthia Perrin Schneider, vice chair; Terry Semel, vice chair; Susan Barnes-Gelt; Lerone Bennett, Jr.; Madeleine Harris Berman; Curt Bradbury; John H. Bryan; Hilario Candela; Anne Cox Chambers; Margaret Corbett Daley; Everett Fly; David P. Gardner; Harvey Golub; Richard S. Gurin; Irene Y. Hirano; David Henry Hwang; William Ivey; Quincy Jones; Robert Menschel; Rita Moreno; Jaroslav Pelikan; Anthony Podesta; Phyllis Rosen; Ann Sheffer; Isaac Stern; Dave Warren; Shirley Wilhite; Harold Williams; Emily Malino; and Timothy Wirth. Biographies of the appointees were made available by the Office of the Press Secretary.

Nomination for a United States Court of Appeals Judge

September 19, 1994

The President today nominated Sandra L. Lynch to serve on the U.S. Court of Appeals for the First Circuit.

"Sandra Lynch has an extraordinary record of dedication, excellence, and achievement in the legal profession and in public service," the President said today.

NOTE: A biography of the nominee was made available by the Office of the Press Secretary.

Remarks Prior to a Meeting With Congressional Leaders

September 20, 1994

Good morning to all of you, and welcome. In just a moment Secretary Perry and General Shalikashvili will brief you on the status as of this morning of Operation Uphold De-

mocracy and the situation in Haiti as we see it unfolding.

But before they begin, I'd like to touch on just a few points. This is a very different and a much better day than it would have been had we not been able to successfully combine the credible threat of force with diplomacy. I want to thank President Carter, General Powell, and Senator Nunn again for their mission to Haiti and for their work in securing an agreement that will permit the peaceful departure of the military leaders.

Our troops have already entered Haiti peacefully. Under the command of Lieutenant General Hugh Shelton, our troops are working with full cooperation with the Haitian military. We must be prepared for the risks that remain to the troops, but we should recognize that we are in a much stronger and safer position to achieve our goals in Haiti today. The de facto leaders are leaving power, and the democratically elected government will be restored.

I want to emphasize that, in a matter of months, the United States troops will hand over to the United Nations the responsibility for completing this mission and for maintaining basic security. A much smaller contingent of United States forces would take part in the United Nations mission which will end after the next elections in Haiti in 1995.

I was gratified by the action of the House of Representatives yesterday, and I hope the Senate will follow in providing its support today. It's important, I think, that we also keep this in proper context. We have much other important business to do in the relatively small number of days that remain with the Congress. First, we have to continue to meet the challenges of the global economy. I hope that you will pass GATT. It is the largest world trade agreement in history. It will provide a global tax cut of \$740 billion, reducing tariffs worldwide by more than a third. It means more jobs and growth and higher incomes for ordinary Americans. GATT was started under President Reagan, continued under President Bush, completed under our administration. It has been a bipartisan effort all the way, and I hope it can be completed in a speedy and bipartisan fashion this year.

I also would urge you, as we reform the global economy, to take these last few days to reform the way we do business here in Washington. That means passing campaign finance reform, lobby reform, making laws that now apply to the private sector apply also to Congress. The American people clearly want these actions, and they deserve them. And again, I believe they want them on a completely nonpartisan or bipartisan basis.

Lastly, let me say I know that Senator Mitchell, in rapidly accelerating his aging process, had further meetings yesterday on health care reform, and I look forward to hearing a progress report from him on that, and I know that all of you do, too.

Now I'd like to recognize Secretary Perry and General Shalikashvili. Let me say, General Shalikashvili has to go back to the Pentagon; Secretary Perry does, too. So we can't take any questions here this morning, but he will be in the Briefing Room soon.

NOTE: The President spoke at 10:29 a.m. in the Cabinet Room at the White House.

Remarks Announcing the Report on Customer Service Standards *September 20, 1994*

Ladies and gentlemen, I want to thank all of you for being here. Under Secretary Frank Newman and all those who were on the subcommittee on customer service to the President's Management Council, in particular, I thank you for your work.

Today we are releasing a report that I think is literally unique in the annals of the Federal Government. It is called "Putting Customers First: Standards for Serving the American People." It contains specific new commitments for more than 100 agencies to improve the way Government serves the American people.

The Vice President released a report of the National Performance Review a year ago this month. It included dozens of extremely important reforms that have already had a profound impact on our Federal deficit, on funding the crime bill, and on making Washington work better for ordinary citizens. Of all the recommendations it contained, however, one I chose to enact immediately by

Executive order was designed to force the Government to respect the needs of ordinary citizens again by treating them as valued customers. This report describes what has taken place as a result of that order.

The order called for a fundamental change in Government. It set forth a requirement that Government services shall be equal to the best in business. And it commanded the agencies, for the first time, to set and publish specific standards for the services they provide to the public. Over the past two decades, there has been a renaissance in quality and customer service in corporate America. There's no reason these same principles cannot apply with equal force in our Government. There's no reason for an application to Government agencies to take months or for a phone call to go unanswered.

We face many great challenges as a nation, and we can and will meet them. But in order for Government to do the big things well and in partnership with the American people, it must do the small things better as well, in ways that increase the confidence of the American people. It must earn that confidence in many ways, one customer at a time. This report will help us to do that.

Better customer service will also save us money. For example, Veterans Affairs is already redesigning the way it handles benefit applications so that veterans get faster and more personalized service. The new system takes 8 steps instead of 25, requires fewer people, costs 20 percent less. When the IRS stopped generating puzzling form letters in response to taxpayers' questions and—[laughter]—I used to be one of those taxpayers that got those published—and let their employees write and sign sensible answers instead, believe it or not, the cost decreased by \$600,000. That's the equivalent of what 100 average families pay in Federal taxes each year.

These examples demonstrate a larger truth. That is, employees of the Federal Government have become partners in the search for better service. They also are fed up with the redtape. They, too, want to serve customers better, and the National Performance Review has empowered them to do so.

Let me give you another example closer to home. This report recounts the story of